

Client Success: Multinational insurance and investment company

Enabling teams to leverage DS technology to realize value by increasing efficiencies, improving the client experience, and reduce cost.

Region
EMEA

Market Segment
Enterprise

Industry
Financial Services

Products
DocuSign CLM
DocuSign AI

CLIENT CHALLENGE

The client was looking to increase process efficiencies, improve the client experience and reduce costs around their CSA digitization process:

- 80% of all collateral disputes relate to re-keying errors.
- Manual errors go unnoticed for years resulting in significant profit & loss and risk profile adjustments when discovered.
- Existing cost pressures compounded by increasing cost of manually processing growing volumes.
- Absence of tracking of amendments and supplements to agreements, making it difficult to determine the most up-to-date version of the contract.
- Time-to-market challenges as onboarding and negotiation steps slow the process leading to loss of trading opportunities and poor client experience.

CIMPLIFI SOLUTION

- Managed service PoC to demonstrate how tabular data can be extracted from CSAs in Insight and re-ingested by CLM for document generation process
- Presentation: Table Data Extraction and Document Generation - CCAT form

Managed Services (PoC):

- Tabular data extraction of CSAs
- Customized extraction of data leveraging logic apps to automate population of forms in CLM
- Provided extracted data in XML file
- Extracted data provided in XML file to be reused in the CLM Document generation process
- DocuSign CLM+ Insight Solution Roadmap

BUSINESS RESULTS

As a result of a successful client advisory engagement, the client achieved:

- Cost savings of \$1,100 to \$2,100 per CSA when considering existing data processing costs
- Improved the ability to conduct pre-trade collateral analytics and optimization
- Decreased operational risk derived from manual input of CSA data
- Ready access to important information in a default scenario